

QUALITY IMPROVEMENT REPORT

Format for QI reports

Purpose:

The Quality Improvement quarterly reports are intended to reflect the status of established QI activities. Additionally, certain established QI activities are intended to monitor operational activities and identify other areas for improvement. Initiatives begun to address newly identified areas become an integral part of the QI processes and should be reflected in the quarterly report. Quarterly QI reports should be reflective of this dynamic process. In order to organize the reporting on this process the State has developed a standard outline for reporting. This format allows for standard sections, as well as Plan specific on going initiatives.

Plan Name: _____

Quarter: _____

Date: _____

Section I Report on Standard Process

Report of standard QI activities: This section is intended to inform the State of **actions taken** as a result of routine process that are in place in order to identify potential quality issues. This section SHOULD NOT duplicate or summarize the data submitted on other reports, such as the complaint report, but should address the initiation of follow up activity related to these reports. **Where no follow up action is indicated, this should be noted.**

- Committee Meetings
- Credentialing in past quarter
- Provider Complaints/Issues
- Consumer Complaints/Issues
- Network Issues
- Timeliness of Claims Processing
- Activities related to provider/consumer education
- Focused Studies/Reviews

Section II Report on Standard Measures

Report on Standard Measures: This section is intended to inform the State of the status of certain access measures. Each area must address the reporting measure, the source of the data, any limitations of the data source and summarize the initiation of any quality improvement activities related to each measure.

- Telephone response (average speed of answer and abandonment rate)
- Timeliness of appointment (emergency, urgent, routine)
- Thirty day readmission rate by MH and CD
- Ambulatory Follow to Hospitalization (7days, 30 days by MH and by CD)

Section III Assessment of the Plan Quality Improvement Program

This section is intended to inform the State of all arising QI initiatives and activities that have occurred in the past quarter, actions taken and status. It is assumed that this section will be a summary of activities that could be followed in the minutes of the Quality Improvement Committee meetings.